



LIBRARY ASSOCIATES ADULT & YOUTH SERVICES

The Bexley Public Library is looking for several Library Associates to join their collaborative, creative team in the heart of Columbus. One position reports to the Adult Services Manager and the other, to the Youth Services Manager. The Library Associate roles are part time positions working from 24 to 28 hours weekly primarily with adults OR youth ages 0-18 years and their caregivers, respectively. Both positions provide broad Library support as outlined below. Starting rate for these positions is \$16.11/hour and both roles accrue paid time off. For a full description and to apply, please link to <https://bexleylibrary.org/employment>. In cover letter, provide a preference for either Youth Services or Adult Services or if interested in both positions.

PURPOSE OF WORK

Under general direction, the Library Associate aids patrons with a variety of tasks related to the location, use, and questions about library materials, as well as meeting patron's information needs. This position provides research support to patrons and assists with the maintenance of the Bexley Public Library's (BPL's) collection. This position works an average of 24-28 hours per week with a 3-week rotation which includes working 1 or 2 weekends in the 3-week cycle.

ESSENTIAL POSITION FUNCTIONS

Provides outstanding service:

1. Develops supportive relationships with patrons and colleagues.
2. Answers questions and helps patrons at all public service points as needed.
3. Accurately processes cash transactions.
4. Communicates effectively; answers a variety of patron questions through various means including in-person, over the phone, and through web-based communication systems.
5. Responds to situations in accordance with library policies and in a manner which enhances the reputation of the library as a public service organization.

Performs duties related to information service:

1. Interviews, researches, and answers basic reference questions; recommends materials based on patron interest.
2. Markets and promotes library materials, equipment, programs, and resources to patrons.
3. Interviews, researches (using data search systems), and answers basic reference questions; recommends materials based on patron interest.
4. Markets and promotes library materials, equipment, programs, and resources to patrons.
5. Trains patrons on use of library technologies and resources; trouble shoots hardware and software, as needed, and other duties as assigned.

Performs duties related to the care and maintenance of BPL's collection:

1. Supports librarians in developing and maintaining the collection.



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2. Locates, processes and distributes library materials accurately and efficiently.
3. Maintains materials by shelving, shelf-reading, shifting, and straightening.
4. Inspects returned items for condition, cleans and discards materials as needed.
5. Processes materials for loan requests through CLC, SearchOhio, and OhioLink.
6. Creatives attractive and timely displays; merchandises library materials.

MINIMUM QUALIFICATIONS

1. Bachelor's degree (or equivalent experience) and at least one (1) year of customer service experience, teaching or instruction experience, or similar; or an equivalent combination of knowledge, skills, and experience.
2. Excellent external and internal customer service skills.
3. Excellent oral and written communication skills.
4. Ability to serve patrons with diverse backgrounds, interests, and interact with all age groups.
5. An appreciation for teamwork by sharing information and seeking understanding in order to enhance team efficiency and quality outcomes.
6. Ability to maintain confidentiality and use appropriate judgment in handling patron information and records.
7. Ability to retain, abide by, and explain organizational procedures, processes, policies and operations.
8. Proficient use of software and hardware; excellent online and print research skills.
9. Ability to work accurately with attention to detail.
10. Ability to arrange items in alphanumeric and/or subject order.

PHYSICAL DEMANDS

Ability to sit and use a computer for extended periods and operate standard office equipment

Ability to lift and move up to thirty (30) pounds

Ability to push book trucks with up to 150 pounds of materials on them, daily

Ability to stand for extended periods, daily

Ability to perform repeated reaching, bending, climbing and squatting, daily

Travel by automobile, occasionally

WORKING CONDITIONS

Majority of work performed in general office/library environment

Requires availability for extended hours, evenings and/or weekends, as needed.

Periodic attendance and participation at events and training.

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Bexley Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of this position.